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your world

# Call Management Services

## User Guide

1 800 360-8555  
[www.northerntel.ca](http://www.northerntel.ca)

**NorthernTel**

# Quick reference

## NorthernTel Call Management Services - Important Codes

| Service               | Activation                   | Cancellation                 |
|-----------------------|------------------------------|------------------------------|
| Call Blocking         | <b>[*]</b> <b>6</b> <b>7</b> |                              |
| Call Forwarding       | <b>[*]</b> <b>7</b> <b>2</b> | <b>[*]</b> <b>7</b> <b>3</b> |
| Call Return           |                              |                              |
| Last Call Return      | <b>[*]</b> <b>6</b> <b>9</b> | <b>[*]</b> <b>8</b> <b>9</b> |
| Busy Call Return      | <b>[*]</b> <b>6</b> <b>6</b> | <b>[*]</b> <b>8</b> <b>6</b> |
| Call Screen           | <b>[*]</b> <b>6</b> <b>0</b> |                              |
| Call Trace            | <b>[*]</b> <b>5</b> <b>7</b> |                              |
| Call Waiting          |                              | <b>[*]</b> <b>7</b> <b>0</b> |
| SimRing               | <b>[*]</b> <b>2</b> <b>2</b> |                              |
| Speed Calling 8-Code  | <b>7</b> <b>4</b> <b>#</b>   | <b>[*]</b> <b>7</b> <b>4</b> |
| Speed Calling 30-Code | <b>7</b> <b>5</b> <b>#</b>   | <b>[*]</b> <b>7</b> <b>5</b> |
| Three-Way Calling     | <b>[*]</b> <b>7</b> <b>1</b> |                              |
| Voice Mail            |                              |                              |
| Ring control          | <b>[*]</b> <b>9</b> <b>4</b> |                              |
| Transfer on busy      | <b>[*]</b> <b>9</b> <b>1</b> | <b>[*]</b> <b>9</b> <b>0</b> |
| Transfer on no answer | <b>[*]</b> <b>9</b> <b>3</b> | <b>[*]</b> <b>9</b> <b>2</b> |

These codes are for Touch-Tone telephones. To use Call Management Services on a rotary dial telephone, add **1** **1** in front of the code and ignore **\*** and **#**. For instance: **[\*]** **7** **0** or **7** **0** **#** become **1** **1** **7** **0**.

Certain services available where technology permits.

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# **There's nothing like NorthernTel Call Management Services to make life simple!**

Practical, effective and reasonably priced, NorthernTel Call Management Services, used in combination with your telephone, are valuable partners designed to make your life easier.

Choose the Call Management service or services that suit your lifestyle best. All Call Management Services are available as a monthly subscription, and some are even available as pay-per-use services (see p. 25).

To subscribe to one or more of these services, or for more information, call toll-free 1 800 360-8555 or visit [www.northerntel.ca](http://www.northerntel.ca).

Call Management Services are available where technology permits.

# Call Display

**Know who is calling before you pick up the receiver.**

Call Display, used in combination with a telephone with a display window, displays the caller's name and telephone number after the second ring. You can decide to take the call right away, call back at a more convenient time, or simply ignore unwanted calls.

## **Useful tips:**

- Call Display requires a telephone with a display window or a display module added to an existing phone.
- If “**Unknown Number**” appears on the screen, it means that the call was placed with operator assistance or from an area not equipped with Call Display technology.
- “**Private Number**” or “**Private Call**” means that the caller has intentionally blocked the display of his or her number.
- You may not always be able to reach numbers displayed as they may have originated from a telephone that cannot receive calls, such as payphones.
- Call Display only work with calls placed from areas with Call Display technology.

# Call Forwarding

**Have your calls follow you wherever you go.**

Are you often away and hard to reach?

With Call Forwarding, you can have your calls transferred to another phone number where you can be reached—including your cell phone, pager or voice mailbox.

## To activate Call Forwarding service:

- 1 Dial **[\*] [7] [2]**. Listen for three beeps followed by a dial tone.
- 2 Dial the telephone number where calls are to be forwarded.  
If someone answers, stay on the line for at least five seconds before hanging up.  
Call Forwarding is now activated.
- 3 If there is no answer or the line is busy, repeat steps 1 and 2.  
Hang up when you hear two beeps. Call Forwarding is activated even though there was no answer.
- 4 If you dial a wrong number, press the receiver button\* briefly and start over.

## To cancel Call Forwarding service:

- Dial **[\*] [7] [3]**. Listen for two beeps then hang up.

## Useful tips:

- If you forward calls to a long distance number, the usual long distance charges apply and will be billed to your account.
- Once Call Forwarding is established, you can place calls, but you can't receive any.
- Should you attempt to establish Call Forwarding when it is already activated, you will hear a fast busy signal.
- Your telephone will emit a short ring whenever a call is forwarded.
- All calls are forwarded to the number you selected, whether or not your line is busy.
- Call Forwarding remains activated until you cancel it.

\* If your telephone has a Flash button or the equivalent, use one of these buttons instead of the receiver button.

# Call Return

## No more missed calls or busy lines!

Call Return service (**\*/6 6** and **\*/6 9**) is offered as a monthly subscription or on a pay-per-use basis, where technology permits (see p. 25).

### Last Call Return **\*/6 9**

You just missed a call and want to know who it was? With Last Call Return **\*/6 9**, you can find out the telephone number of the last person who called you, and redial the number automatically if you wish.

#### **To use Last Call Return service:**

To find out who called and to call back:

- Pick up the receiver and wait for a dial tone.
- Dial **\*/6 9**.
- A voice message will tell you the number of the last incoming call and ask you whether you wish to call back.
- To return the call, press 1.

#### **To cancel a Last Call Return request:**

- Pick up the receiver and wait for a dial tone.
- Dial **\*/8 9**.
- The Last Call Return request has been cancelled. Hang up.

### Busy Call Return **\*/6 6**

Got better things to do than wait for the line of the person you are calling to be free? Call Return **\*/6 6** will automatically redial the last telephone number called. The busy line will be monitored for 30 minutes and you can continue to use the phone in the meantime.

#### **To use Busy Call Return service:**

- Pick up the receiver and wait for a dial tone.
- Dial **\*/6 6**, then hang up.
- When the line is free, you will hear a special ring tone (two short rings followed by a long ring).
- Pick up the receiver when you hear the rings and Call Return will automatically dial the number for you.

#### **To cancel a Busy Call Return request (continuous redial):**

- Pick up the receiver and wait for a dial tone.
- Dial **\*/8 6**.
- Your Busy Call Return request has been cancelled. Hang up.

### If you subscribe to:

- **Call Waiting**, Call Return will work on a waiting call. If you do not respond to the Call Waiting tone, you can use Last Call Return **\*/6 9** when you complete your call. Call Return will indicate the number of the waiting call.
- **Three-Way Calling**, you cannot activate Busy Call Return **\*/6 6** while trying to contact the third person.
- **Speed Calling**, Call Return **\*/6 6** (continuous redial) works for calls placed with Speed Calling.

# Call Screen

Screen your calls for complete peace of mind.

With Call Screen, you will no longer be bothered by unwanted calls.

Call Screen lets you program your phone to divert up to twelve numbers to a recording that politely informs your callers that you are unavailable. Make up your own list of numbers, modify it as required, and activate or deactivate Call Screen for all the numbers on your list. You can even add the number of the last caller to your Call Screen list without knowing his or her number.

## To use Call Screen service:

- Dial **[\*] [6] [0]** to access the service.
- To activate or deactivate Call Screen
  - Press **[3]**.
- To add the last caller's number to your list
  - Press **[#], [0], [1], [#]**.
- To add a telephone number (10 digits) to your list
  - Press **[#]**.
- To delete one or more numbers from your list
  - Press **[\*]**, and follow the prompts.
- To check the numbers on your list
  - Press **[1]**.
- To listen to the instructions again
  - Press **[0]**.

## Useful tips:

- If you activate Call Forwarding, incoming calls from the numbers on your Call Screen list will still be diverted to the recording and will not be forwarded automatically.

# Call Waiting

**No more missed calls because you are already on the line.**

This service keeps you from missing important calls when you are already on the line. With Call Waiting, a soft beep notifies you that a second call is waiting.

## How to use Call Waiting service:

- To answer the second call (when you hear the beeps), press the receiver button briefly.\* Your first call will be put on hold and you will automatically be connected to the second caller.
- To return to your first call or to switch between calls, press the receiver button briefly.\*
- To end the first call before answering the second call, hang up. The phone will ring and you will be able to answer the other call.
- To end one of the calls, press the receiver button\* before the person to whom you are speaking hangs up. Continue your conversation with the other caller.
- The second caller hears ringing rather than a busy signal. After two series of beeps, the unanswered call is forwarded to your Voice Mail service, as applicable.

## To disable Call Waiting temporarily:

### *Before placing a call*

- Pick up the receiver and wait for a dial tone.
- Dial **[7] [0] [#]**. Listen for the dial tone.
- Dial the number you wish to call.

### *While a call is in progress*

- Press the receiver button\* briefly. Your caller is now on hold. Listen for the dial tone.
- Dial **[\*] [7] [0]**. Listen for the dial tone. Call Waiting will be temporarily disabled and you will automatically be reconnected to your caller.

Call Waiting will be restored automatically when you hang up.

## Visual Call Waiting

With Visual Call Waiting, you can see the name and phone number of your second caller when you are already on the line. This service is free; however, you must subscribe to Call Waiting and to Call Display before you can order it. Visual Call Waiting requires the use of a compatible telephone. We suggest that you consult the user guide that was supplied with your telephone to find out whether it is compatible with this technology.

\* If your telephone has a Flash button or the equivalent, use one of these buttons instead of the receiver button.

# Intercommunication

Intercommunication service transforms your phone into an intercom, so you can talk to another person in your house or an outbuilding without having to go looking for him or her. Both phones must be connected to the same phone line.

## To use Intercommunication service:

- Pick up the receiver and wait for a dial tone.
- Dial your own telephone number.
- Wait for the busy signal, then hang up.
- All the phones will ring.
- The ringing will stop as soon as someone picks up the handset.
- Pick up the receiver on your extension. You will be on line with the other person.

If no one answers the telephone, lift up the receiver and hang up to cancel the call.

This service can also be used to signal someone in the house to take the current call without having to look for him or her.

## To transfer the call to another person:

- While you are on the phone, press the receiver button\*.
- Dial your own telephone number.
- Wait for the busy signal, then hang up.
- All the phones will ring.
- The ringing will stop as soon as someone picks up the handset; the call will then be transferred.

If no one answers the telephone, lift up the receiver and inform the caller that the other person is unavailable.

\* If your telephone has a Flash button or the equivalent, use one of these buttons instead of the receiver button.

# Personalized Ring

**Lets you know who the call is for.**

Personalized Ring lets you add up to two additional numbers to a telephone line, each with its own distinctive ring. For example, when you are at home you can distinguish between calls for you and your children. This service is also ideal for roommates and fax machines.

## **Useful tips:**

- Only one conversation can take place at a time. Even if you have 2 or 3 telephone numbers, you only have one telephone line.
- Each of your additional telephone numbers may be listed in the telephone directory for an additional monthly fee. If you wish Directory Assistance to give out these numbers, they must be listed in the telephone directory.
- If you subscribe to Call Waiting, you can tell which number the waiting call is for. If it's for your main number, you will hear a single beep. If it's for your second or third number, you will hear two or three beeps.

# SimRing\*

## Receive your calls wherever you are.

SimRing will ring up to two other telephone numbers, in addition to the main line, on an incoming call. For instance, SimRing can be programmed to ring a cell phone, an office phone, or another residential number.

### To access SimRing from the main line

- Dial the access code **[\*] [2] [2]** to access SimRing.
- To activate or deactivate SimRing
  - Press **[3]**, then **[#]**.
- To add a telephone number (10 or 11 digits)
  - Press **[#]**.
- To delete a telephone number
  - Press **[\*]**.
- To delete all numbers from your list
  - Press **[0]**, **[8]**.
- To listen to the telephone numbers on the list
  - Press **[1]**.
  - Press **[0]**, **[7]** after each number if you wish to delete it.
- To listen to the instructions again
  - Press **[0]**.

These numbers will ring at the same time as the main line when someone calls the main number. If you program a **long distance number**, long distance charges will be billed to the number that has SimRing activated.

### To access SimRing from another number<sup>1</sup>

- Dial the local access number you were given when you subscribed.
- Enter your 10-digit main telephone number (the telephone number on which SimRing is installed).
- Enter your Personal Identification Number (PIN). If you are accessing the service for the first time, enter the temporary PIN you were given when you subscribed. (The default temporary PIN is your 10-digit telephone number).
- Follow the system prompts. The functions are the same as above.

### Personal Identification Number (PIN)

You can change your PIN at any time. You must access the system from the main telephone number on which the service is installed (you cannot change your PIN from another telephone line):

Enter the access code **[\*] [2] [3]** to access the PIN menu.

- Follow the system prompts.
- The system will pause to let you select an option.
- Your PIN must contain between 2 and 10 digits.
- To speed up navigation through the system, you can enter digits any time while a message is playing or press **[#]** after entering them.

<sup>1</sup> Instructions for using SimRing are available in English only when accessing the service from a number other than the one on which SimRing service is installed.

\*Available where technology permits.

# Speed Calling

## (8-Code or 30-Code)

Use shortcuts to dial frequently called numbers — with Speed Calling. Thanks to Speed Calling, you can program 8 or 30 local or long distance numbers with codes that you can then dial instead of the whole number.

### To program a number:

- 1 Pick up the receiver and wait for a dial tone.
- 2 Dial:  
       for 8-Code Speed Calling.  
       for 30-Code Speed Calling.  
    Listen for three beeps followed by a dial tone.
- 3 Dial:  
    A code between 2 and 9 for 8-Code Speed Calling.

#### OR

- 4 Dial the 10-digit telephone number (including area code) you want to program.  
    Remember to include 1 if it is a long distance number.
- 5 Listen for two beeps, then hang up.  
    The telephone number and its code are now programmed.

### To remove a Speed Calling code:

- 1 Pick up the receiver and wait for a dial tone.
- 2 Dial:  
       for 8-Code Speed Calling.  
       for 30-Code Speed Calling.  
    Listen for three beeps followed by a dial tone.
- 3 Dial:  
    A code between 2 and 9 for 8-Code Speed Calling.

#### OR

- 4 Listen for two beeps, then hang up.  
    The telephone number and its code are now deleted.

### To use Speed Calling service:

- Pick up the receiver and wait for a dial tone.
- Dial:
  - A code between 2 and 9 for the telephone you wish to dial, followed by  for 8-Code Speed Calling.

**OR**

- A code between 20 and 49 for the telephone number you wish to dial, followed by  for 30-Code Speed Calling.

### If you subscribe to:

- **Three-Way Calling**, you can use Speed Calling to dial the number of the person you want to bring in on the conversation.
- **Call Forwarding**, you can use Speed Calling to dial the number where you want to forward your calls.
- **SimRing**, do not use codes 22 and 23 for 30-Code Speed Calling.

# Three-Way Calling

**Have a three-way conversation without leaving home.**

With Three-Way Calling, you can converse simultaneously with two other people at two different numbers, without having to call them separately. Three-Way Calling is offered as a monthly subscription or on a pay-per-use basis, where technology permits (see p. 25).

## **To use Three-Way Calling service:**

- Ask the person with whom you are speaking to stay on the line.
- Press the receiver button\* briefly. Listen for three beeps followed by a dial tone.
- Dial the number of the person you want to join the conversation.
- When the third person answers, press the receiver button\* again. Three-Way Calling is now established.

### ***If there is no answer or the line is busy:***

- Press the receiver button\* twice.  
You are now reconnected to your first caller.

### ***If you dial a wrong number:***

- Press the receiver button\* three times.  
Listen for three beeps followed by a dial tone.
- Dial the telephone number again.

## **Useful tips:**

- Your Call Waiting service will be inoperative while Three-Way Calling is in use.

\* If your telephone has a Flash button or the equivalent, use one of these buttons instead of the receiver button.

# Voice Mail

**Better than an answering machine, Voice Mail takes your messages even if you are already on the phone.**

Voice Mail answers your calls automatically and takes messages when you are out, already on the phone, or not taking calls.

Voice Mail is easy to use thanks to the voice prompts that explain what to do step by step. Your personal password ensures that Voice Mail is secure and private.

An intermittent dial tone or indicator light will tell you when you have messages. Messages are saved so you can listen to them whenever you like, day or night, from any Touch-Tone phone. You can listen to your messages from your home, office or anywhere else.

## Important numbers

Voice Mail access number: \_\_\_\_\_

From outside your home or office: \_\_\_\_\_

Your voice mailbox number: \_\_\_\_\_

Your temporary password: \_\_\_\_\_

## Voice Mail features

- Capacity of 25 messages of up to 3 minutes each.
- Personal greeting of up to 30 seconds.
- Unheard messages stored for: 21 days
- Saved messages stored for: 7 days

## If you forget your password or need help with Voice Mail:

- Press **[0]** to hear the instructions again.

**OR**

- Hang up and call toll-free 1 800 773-2121. A NorthernTel Representative will be pleased to assist you, Mondays to Fridays from 8:00 a.m. to 5:00 p.m.

## **Setting up Voice Mail for the first time:**

- From your telephone, dial your access number, the NorthernTel Representative gave you when you subscribed.
- Listen to the instructions. If necessary, enter your mailbox number (your 7-digit telephone number).
- Enter your temporary password (this is your telephone number, including your area code).
- Change your temporary password. Choose a password of 4 to 15 digits that does not begin with **0**. Enter the password you have chosen and press **#**.

### **Choose a password that's easy to remember because you'll have to enter it whenever you want to access your messages.**

- After the tone, record your name, your telephone number or the name of your company, then press **#**. Press **#** a second time to confirm.
- Record your personal greeting (maximum 30 seconds). Begin recording when you hear the tone. Press **#** when you have completed your greeting, then press **#** a second time to confirm.
- Press **\*** to exit.

That's it. You have just set up your Voice Mail service. Voice Mail is now ready to answer your calls automatically. Once Voice Mail has been set up, you will not have to repeat these steps.

## **Listening to your messages:**

- Dial your Voice Mail access number.
- Listen to the instructions. If necessary, enter your mailbox number (your 7-digit telephone number).
- Enter your password.
- Press **1 1** to listen to unheard messages.

### **To listen to your messages from another telephone number:**

- Dial your Voice Mail access number.
- Press **2** for instructions in English or **1** for instructions in French, then press **#**.
- Dial your telephone number, including your area code.
- Enter your password.
- Press **1 1** to listen to unheard messages.

### **To listen to your messages from another telephone number with Voice Mail service:**

- Dial your Voice Mail access number, then press **\***.
- Dial your telephone number, including your area code.
- Enter your password.
- Press **1 1** to listen to unheard messages.

**Note: Long distance charges apply if you call from outside your local calling area. Dial **1** and the area code plus the Voice Mail access number. To charge the call to your Calling Card or to obtain operator assistance, dial **0** and the area code plus the Voice Mail access number.**

## Changing your password

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[4]** for “Personal options”.
- Press **[2]** for “Administrative options”.
- Press **[1]** for “Password”.
- Enter your new password.
- Press **[#]** to confirm your new password.
- Press **[\*]** twice to exit.

## Changing your personal greeting

You can record your own personal greeting, or you can use the standard system greeting.

### System greeting

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[4]** for “Personal options”.
- Press **[3]** for “Greetings”.
- Press **[1]** for “Personal Greetings”.
- Press **[1]** for “System”.
- Press **[\*]** twice to exit.

### Personalized greeting

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[4]** for “Personal options”.
- Press **[3]** for “Greetings”.
- Press **[1]** for “Personal Greetings”.
- Press **[2]** for “Record”.
- Record your message.
- Press **[#]** to end recording.
- Voice prompts will ask you if you want to replay or change your greeting.

When you are satisfied with your greeting, press **[#]** to confirm.

- Press **[\*]** twice to exit.

### Sample greetings:

*“Hello, this is (your name). I’m on the phone or unable to take your call at the moment. Please leave a message at the tone and I’ll get back to you as soon as possible.”*

*“Hello, this is the (your family name) residence. We can’t take your call at the moment. Please leave a message after the tone and we’ll get back to you as soon as possible.”*

### Avoid greetings such as the following:

*“We’re not home at the moment...”*

*“We’re on vacation...”*

*Such messages may encourage burglars.*

## Changing your recorded name

Your recorded name is the identification you used when you set up your Voice Mail service. When you call to listen to your messages, your recorded name identifies your mailbox. You can change your recorded name at any time and as often as you like as follows:

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[4]** for “Personal options”.
- Press **[3]** for “Greetings”.
- Press **[3]** for “Recorded Name”.
- Record your identification.
- Press **[#]** to stop recording.
- Voice prompts will ask you if you want to replay or re-record your identification. When you are satisfied with your recording, press **[#]** to confirm.
- Press **[\*]** twice to exit.

### ***Sample recorded names:***

“Kevin Jones”

“Kevin Jones, 819 555-1234”

“Jones residence”

“819 555-1234”

## Ring control

With ring control, you can program the number of times the phone rings before Voice Mail picks up. You can choose any number of rings from zero to nine, and you can change this number as often as you like.

Remember, your caller will hear one ring more than the number you select. When you subscribe to Voice Mail, the number of rings is set at three. This means you hear three rings but your caller hears four.

### Here's how to set the number of rings:

- Pick up the receiver and wait for a dial tone.
- Dial **4** **9** **4**.
- Listen for three beeps followed by the dial tone.
- Enter your selection:

**0** for no ring  
**1** for one ring  
**2** for two rings  
**3** for three rings  
**4** for four rings

**5** for five rings  
**6** for six rings  
**7** for seven rings  
**8** for eight rings  
**9** for nine rings

- Listen for two beeps to confirm the system has registered your request. If you forgot how many times your phone is set to ring, just reprogram it.

## Shortcuts

Once you are familiar with Voice Mail, you'll discover some shortcuts.

### Here are a few:

- You don't have to wait until a voice prompt is finished to move to the next step. Just press the key for the next step.
- You can program your Voice Mail access number onto a memory key for quick, accurate access to Voice Mail.
- You can move more quickly through the Voice Mail system by shortening the voice prompts. Once you are in the system, you can change the prompt level at your convenience. Here's what to do:
  - Press **4** for "Personal options".
  - Press **2** for "Administrative options".
  - Press **3** for "Prompt levels".
  - Choose **1** for "Standard".

### OR

- Choose **2** for "Extended".

### OR

- Choose **3** for "Rapid".
- Press **\*** twice to exit.

## Turning Voice Mail ON or OFF

With Voice Mail, your phone is programmed to automatically forward calls to your Voice Mail service when you are already on the line (transfer on busy) or when you are unavailable (transfer on no answer). If you wish, you can turn Voice Mail ON or OFF whenever you like.

### **Programming your phone so calls won't be forwarded to your Voice Mail service when you are already on the phone:**

- Pick up the receiver and wait for a dial tone.
- Dial **[\*] [9] [1]**.
- Listen for two beeps to confirm you were successful, then hang up.

To have Voice Mail pick up your calls again when you are on the line, dial **[\*] [9] [0]**.

- Listen for two beeps to confirm you were successful.

### **Programming your phone so calls won't be forwarded to your Voice Mail service when you are unavailable to take calls:**

- Pick up the receiver and wait for a dial tone.
- Dial **[\*] [9] [3]**.
- Listen for two beeps to confirm you were successful, then hang up.

To have Voice Mail pick up your calls again when you are unavailable to take calls, dial **[\*] [9] [2]**.

- Listen for two beeps to confirm you were successful.

If you want your Voice Mail service temporarily turned off whether you are on the line or unavailable to take calls, you must dial **[\*] [9] [1]** and **[\*] [9] [3]** in two separate operations.

## Turning message notification (indicator light or intermittent dial tone) ON or OFF

- Dial your Voice Mail access number, your telephone number, if needed, and your password. Follow the steps below to access your personal options:
  - Press **[4]** for "Personal options".
  - Press **[1]** for "Notification ON/OFF".
  - Press **[3]** to turn notification ON.

**OR**

- Press **[4]** to turn notification OFF.
- Press **[\*]** twice to exit.

## Voice Mail Multi-user option

Extension Voice Mail service provides personal answering for up to 4 people.

To add extension mailboxes, you must contact the NorthernTel Customer Service. Additional fees apply for this option.

### To add extension mailboxes

**You must go to page 14 and consult the section “Setting up Voice Mail for the first time”.**

You have a maximum of three extensions (three additional mailboxes).

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[4]** for “Personal options”.
- Press **[9]** for “Extensions”.
- Enter the number of the extension you want to add. Your extensions are numbered 1 to 3.
- The system will automatically assign you a password. You can keep or change this password by following the voice prompts. You must then give the selected password to the extension user.
- Record the name of the extension user.
- For the extension greeting you may either record a personalized greeting or select the system greeting. See examples on page 15 under “Changing your personal greeting”.
- You must now re-record your personal greeting (main user’s greeting). Tell your callers how to leave a message for you and each extension user, mention the name and mailbox number (1, 2 or 3) of each user. You can record a personalized greeting or use the system greeting. Some examples of greetings are given below.
- Press **[\*]** twice to exit.

### Greetings

Here are examples of personalized greetings that you can adapt. Your greeting can be up to 45 seconds long.

#### ***Main user’s personalized greeting***

“Hello, you have reached the Jones residence. We are unable to take your call at the moment. If you wish to leave a message for Ted, stay on the line; if you wish to leave a message for Kevin, press **[1]**; if you wish to leave a message for Joyce, press **[2]**; if you wish to leave a message for Peter, press **[3]**. Thank you.”

“Hello, this is SuperPipe Plumbers. To leave a message for the manager, stay on the line. To leave a message for the accounting department, press **[1]**; to leave a message for the sales department, press **[2]**; to leave a message for the repair service, press **[3]**. Thank you.”

#### ***Extension user’s personalized greeting***

“Hello, this is Kevin. I am either on the phone or unable to take your call at the moment, but leave a message at the tone and I will get back to you as soon as possible.”

### **Main user's system greeting**

“You have reached (main user's recorded name). Please leave a message after the tone. If you want (recorded name of extension 1 user), press **[1]**; if you want (recorded name of extension 2 user), press **[2]**; if you want (recorded name of extension 3 user), press **[3]**. To leave a message for (main user's recorded name), wait for the tone.”

### **Extension user's system greeting**

“You have reached (extension user's recorded name). Please leave a message after the tone. When you have finished, you can hang up or press **[1]** for other options.”

## **To activate an extension mailbox the first time**

To start, ask the main Voice Mail user for your temporary password and Message Pick Up number.

- Access Voice Mail with your access number, your telephone number, if needed, and your temporary password (provided by the main Voice Mail user).
- You can now change this password to another known only to you. Choose a password containing between 4 and 15 digits, that does not begin with a **[0]**, and enter it.
- You will hear your name and the greeting that the main user recorded for you. If you wish, you can replace these messages by following the voice prompts.
- Press **[\*]** to exit.

## **To remove an extension mailbox**

- Access Voice Mail by entering your Message Pick Up number, your telephone number, if necessary, and the main user's password.
- Press **[4]** to choose “Personal options”.
- Press **[9]** to choose “Extensions”.
- Enter the number of the extension mailbox you wish to delete. The extension mailbox numbers are 1, 2 and 3. When you delete an extension mailbox, any messages in that mailbox will be erased.
- Re-record your personal greeting.
- Press **[\*]** to exit.

## To access your voice mailbox without your password

When you are at home or in your office, you can turn on an option that allows you to skip your password when accessing your main voice mailbox.

**Note: However, the privacy of the voice mailbox is no longer assured, since anyone in the house or office can listen to the messages. NorthernTel may not be held liable with respect to the use of this option.**

### ***To turn on this option:***

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Respond to the voice prompts in the following order: **[4], [2], [1], [2], [1]**.
- To turn off this function i.e., restore the password, press the following keys: **[4], [2], [1], [2], [2]**.

## To create distribution lists and send deferred messages

### **Distribution lists**

You can create up to 10 group lists of 25 numbers. The lists are numbered from 11 to 20.

### ***To manage your lists:***

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Respond to the voice prompts in the following order: **[4], [2], [2]**.
- Select the desired option, to create, edit, delete or find a name on your list.

### **Deferred messages**

This option allows you to pre-record a message for delivery at a later date. Five messages can be sent up to 60 days in advance.

### ***To create a deferred message:***

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[2]** in response to the voice prompt.
- Record your message, then press **[#]**.
- Enter the recipient's number.
- Choose delivery option **[4]** and follow the voice prompts.

## **Sending and answering messages**

The main user and the extension users can send or forward messages to one another or answer each other's messages.

### **Sending a message to another user**

- Access Voice Mail with your access number, your telephone number, if needed, and your password.
- Press **[2]** for "Send".
- Record your message and press **[#]** to end recording.
- Enter the number of the user to whom the message is addressed, and then press **[#]**.  
To send a message to the main user, enter the ten digits of your telephone number. To send a message to an extension user, enter the extension number (1, 2 or 3).
- Press **[#]**. Your message has been sent.
- Press **[\*]** to exit.

### **Sending a copy of a message to another user**

- Listen to the entire message.
- Press **[6]** for "Forward".
- Record your comments.
- Press **[#]** to end recording.
- Enter the number of the user to whom you wish to forward the message, and then press **[#]**. To send a copy to the main user, enter the ten digits of your telephone number. To forward a message to an extension user, enter the extension number (1, 2 or 3).
- Press **[#]**. Your message has been sent.
- Press **[\*]** to exit.

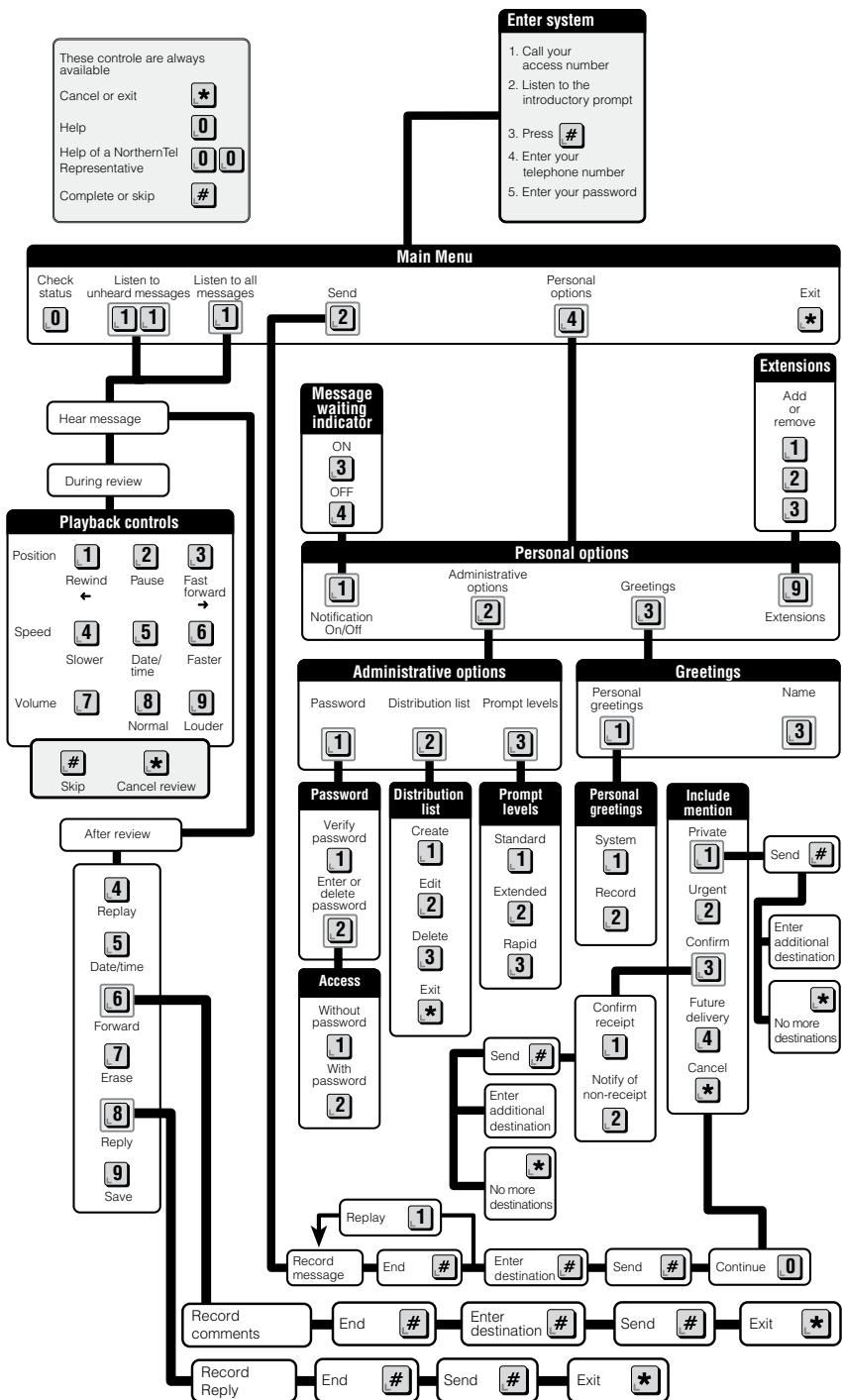
### **Replying to a message**

- Listen to the entire message.
- Press **[8]** for "Reply".
- Record your reply and then press **[#]**.
- Press **[#]** again. Your reply has been sent to the caller's mailbox.
- Press **[\*]** to exit.

### **Extension user's passwords**

When an extension user forgets his or her password, he or she must notify the main user. The main user then removes the user's extension (see "To Remove an extension mailbox" on page 20). All messages in the extension user's mailbox will be erased. The main user then reactivates the extension (see "To add extension mailboxes" on page 19).

# Voice Mail at-a-glance



# Protection of privacy

NorthernTel believes that the customer's right to privacy is fundamental. The company has adopted a customer privacy policy and developed telephone services that balance the customer's right to privacy with that of the people they call.

## Call Blocking

Many regions of NorthernTel territory are served by technology that transmits the calling party's name and number.

Customers who subscribe to Call Display can see the name and telephone numbers of most callers—including callers with unlisted numbers.

### Per-call blocking

When making a call, you can prevent the person you are calling from seeing your name and number.

Before dialling the telephone number, dial **[\*] [6] [7]**. Your name and number will be blocked. This service is free.

### Per-line blocking

With per-line blocking, your name and number is permanently blocked on your line. There is no charge for this option, but a call to your Business Office is required to have this service put on a telephone line.

\* **Call Blocking** service must be used to avoid the display of a non-published name and number.

## Number Replacement

If you have more than one telephone number, you may choose which one you wish to have displayed on your outgoing calls. A one-time charge applies if you subscribe to number replacement service.

## Call Trace

### **HARASSING OR THREATENING CALLS.**

You can have the telephone number of a harassing or threatening caller traced. Call Trace provides you with evidence that can be used in a court of law.

Call Trace service can even trace blocked numbers. This is a pay-per-use service which is charged only if the call is traced.

### **To activate Call Trace service:**

- Hang up after receiving a harassing or threatening call.
- Pick up the receiver and wait for the dial tone.
- Dial **[\*] [5] [7]**.
- Stay on the line until you hear the following message: "The last call to your telephone has been traced. If you want to take action, please call the police. Please hang up."
- Hang up.

## Useful tips:

- Call Trace only works for the **last incoming call**. If you receive another call or a Call Waiting tone before you activate Call Trace, the last call or the call waiting will be traced rather than the threatening call.
- NorthernTel records the caller's number and will only release it to the police, if the police so request. You are not informed of the caller's telephone number.
- Call Trace currently only works for local and direct-dialed long distance calls in areas with Call Trace technology. If Call Trace is unable to trace the call, a voice message will let you know.

## Pay-per-use Call Management Services

Most Call Management Services are billed monthly. To serve our customers better, certain services are available on a pay-per-use basis. You can use these services as and when you need them.

The Call Management Services currently available on a pay-per-use basis are **Call Return**, with **Last Call Return** **\* 6 9** and **Busy Call Return** **\* 6 6** functions, as well as **Three-Way Calling** **\* 7 1**.

If you just missed a call, **Last Call Return** lets you find out the caller's number by pressing **\* 6 9**.

**Busy Call Return**, activated by pressing **\* 6 6**, monitors a busy line for 30 minutes and notifies you, with a special ring, when the line is free.

**Three-Way Calling** lets you talk to two different people in two different locations at the same time. To add a third person to your conversation.

- Press the receiver button\* during your conversation.
- Dial **\* 7 1** after you hear three beeps and the dial tone.
- Dial the telephone number of the third person you wish to have join the conversation.
- Once the person answers, press the receiver button\* again.

That's all there is to it! You can now have a three-way conversation!

**Note: Pay-per-use Call Management Services are not available in all areas. These services are available where technology permits.**

\* If your telephone has a Flash button or the equivalent, use one of these buttons instead of the receiver button.

## Notes

## Notes

## Notes

**You can take advantage of attractive discounts by  
subscribing to Call Management Services.**

**For Call Management Services rate information, call  
Customer Service at 1 800 360-8555 or visit  
[www.northerntel.ca](http://www.northerntel.ca).**

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